

POSITION DESCRIPTION

Position Title: Turning Corners Program Coordinator
Location: Arundel
Employer: Bravehearts
Reports to: Director of Therapeutic and Support Services



Our Vision

To make Australia the safest place in the world to raise a child.

Mission Statement

Our Mission is to prevent child sexual assault and exploitation in our society.

Guiding Principles

Our Guiding Principles are to, at all times, do all things to serve our Mission without fear or favour and without compromise and to continually ensure that the best interests and protection of the child are placed before all other considerations.

Guiding Values

Our guiding values are to at all times do all things to serve our Mission with uncompromising integrity, respect, energy and empathy, ensuring fairness, justice and hope for all children and those who protect them.

Purpose of Position:

Reporting to Bravehearts Director of Therapeutic and Supports Services the Turning Corners Program Coordinator will oversee the delivery of the Turning Corners program with responsibility of daily operational requirements including coordination of the service delivery, management of team members across offices, team administration and weekly service reporting. This role will also have a clinical case load.

Key Responsibilities:

- Provide daily team leadership and support to ensure that the teams and offices are running efficiently and effectively.
- Manage the HR requirements including WHS, onboarding, induction, bi-annual performance and development planning, performance management, compliance with HSQF and ensure policies and procedures are adhered to for the service.
- Manage a small counselling caseload (as negotiated with Director of Therapeutic and Support Services).
- Coordinate and facilitate team meetings and allocation of clients.
- Oversee and ensure that the RediCASE is up to date for all clients (including client profiles, case plans and counselling notes).
- Participation in, and coordination of, self-care activities in partnership with the Practice Supervisor.
- Contribute to the development, implementation and review of program and agency policies and procedures.
- Provide regular reports including feedback from statistical reports, funding bodies and other relevant stakeholders.
- Provide support to the Director of Therapeutic and Support Services.
- Participate in local network and stakeholder meetings to embed the service into the local community service network and to raise awareness of the program.
- Represent Bravehearts at conferences/meetings/functions as requested by Director of Therapeutic and Support Services.
- Undertake professional development and supervision.
- Manage health and safety in the workplace and ensure a physically and mentally safe workplace for the organisation, including duress alarm testing and training.

Team Management:

- Weekly team meeting and regular 1:1 with each team member

- Support team members to attain their individual key performance indicators.
- Ensure clinicians are up to date with all case plans for each client.
- Ensure clinicians undertake standardised assessments and case notes with their clients and enter into theRediCASE in a timely fashion.
- Coordinate staff to maintain Outlook Diaries to reflect their client appointments/daily meetings.
- Management of PD for all staff.
- Oversight of the team's health and wellbeing.

Key Performance Indicators:

- Meeting the key performance indicators in line with the contract.
- Provide feedback from statistical reports, funding bodies and other relevant stakeholders.
- Achievement of goals set in annual performance work plan.
- Tertiary qualification in psychology, counselling, or social work.
- Registration with professional membership body.
- Eligible for a Medicare Provider Number and Mental Health Accreditation.
- Current Working with Children Blue Card or AHPRA registration.
- National Police Certificate.

Delegation of Authority

- Critical Incidents
 - Manage minor critical incidents, in accordance with Bravehearts Code of Conduct and Work, Health and Safety Policy.
- Staff Performance
 - Work with the Director of Therapeutic and Support Services to manage staff performance in accordance with Bravehearts Code of Conduct policy.
 - Approve timesheets fortnightly.
- Financial Management
 - Work within Bravehearts Delegation of Authority and manage the local finances for the service with support from the Director of Therapeutic and Support Services.

Essential

- Experience in managing and leading teams in the health services sector.
- Minimum 2 years' experience in supporting and counselling clients in a clinical setting who have been impacted by, or at risk of being impacted by child sexual assault.
- The ability to develop and maintain strong partnerships with a range of services as relevant to the service location.
- Exceptional organisational and time management skills.
- Ability and willingness to abide by the Bravehearts Code of Conduct.
- The capacity to work enthusiastically within the parameters of Team Coordinator SEQ's mission and philosophy and to its vision for an optimum contribution to the lives of children, young people, adults, non-offending family member and caregivers who have experienced, or may be at risk of experiencing trauma.
- Principles of social justice will underpin the appointee's practice.
- Understanding of working within a mandatory reporting practice.

Personal Qualities

- Respect for privacy and confidentiality.
- Possess personal qualities of integrity, sound judgement, empathy, and respect for individuals.
- High levels of verbal and written communication, as well as well-defined negotiation and mediation skills are essential.
- Must have or be willing to apply for a Working with Children Check (Blue Card) and National Police Certificate.
- Candidates must possess a driver's license.

Skills and Abilities

- A sound understanding of the effects of trauma on the individual, family, interpersonal, and societal level
- Proven ability working with children and families within a clinical setting.
- Strong communication skills
- Ability to work well within a team environment
- Intermediate use of Microsoft office suite 365 and keyboard skills

I, _____ acknowledge that I have no past or pending convictions or allegations in relation to harming a child or acting inappropriately toward them nor have I ever deliberately harmed a child or acted inappropriately toward them. I will immediately inform my manager of any charges of child sexual assault or physical violence and abuse.

I have read, agree and understand my position description. I understand that any inappropriate behaviour towards children on my part may lead to me being stood down from my position, and any prosecution of child sexual assault, or violence/abuse towards another person, whether at work or not, may lead to immediate termination of employment. I declare that there is no medical or other condition which would stop me from undertaking the duties listed.

Signed: _____

Date: _____